

November 2012

Profile-Jane Burke

Follow this and additional works at: <https://docs.lib.purdue.edu/atg>



Part of the [Library and Information Science Commons](#)

Recommended Citation

(2012) "Profile-Jane Burke," *Against the Grain*: Vol. 24: Iss. 5, Article 19.

DOI: <https://doi.org/10.7771/2380-176X.6322>

This document has been made available through Purdue e-Pubs, a service of the Purdue University Libraries. Please contact epubs@purdue.edu for additional information.

hours that can be re-purposed. Intota will also provide data about the usage of the entire collection, allowing the library to make better decisions. Both of these are real return-on-investment items needed in this budget climate.

As for “spending even more money on new services,” I don’t see it that way. The library should look carefully at all of the systems it is using now — ERM, ILS, cataloging services, and its hardware platform. A modern system with unified workflows on a SaaS platform will displace many of those costs.

ATG: *How does Web-scale management fit with the discoverability part of the equation? Are there places where your Web-scale management intersects with and complements Summon? Will it complement other vendor discovery systems? Will it integrate with other library services like interlibrary loan?*

JB: Intota definitely will be tightly integrated with Summon. We see the discovery service as the patron access portion of the library’s automation solution. Intota will display transaction information to users through Summon and gather requests from Summon. We are also committed to having Intota work with other discovery services, and we are building the APIs to do that from the beginning. Of course, because Summon and Intota are our products and both share the knowledgebase, they will be “better together.”

Intota will integrate with a number of services, including interlibrary loan. The APIs for such interactions are also being incorporated from the beginning.

ATG: *Did you learn anything in developing and implementing Summon that had an impact on how you came to envision your Web-scale management solution, Intota?*

JB: Absolutely. Beyond simply the vision of “Web-scale,” we have learned a number of lessons to apply to Intota. First of all, the scale of search transactions from Summon is huge — more than 250 million searches in 2011. Knowing we can manage that load makes us confident about managing the Intota transactions.

Secondly, we have maintained a pace of very frequent updates for Summon — every three to four weeks. This makes us confident that we can do the same with Intota.

Thirdly, we have learned how to manage many implementation projects at one time. We can utilize our project implementation team’s expertise for Intota, building on what we’ve learned from implementing and supporting Summon. And satisfaction with our support team consistently is rated at 90% or above by our customers.

Finally, the ingestion engine that we built for Summon is very powerful. Summon ingests lots of records from publishers and libraries every day. That’s a great base for building Intota databases.

ATG: *Is there anything that you learned in the development of Intota that has influenced the way you think about discovery systems?*

against the grain people profile

Jane Burke

Vice President, Strategic Initiatives
ProQuest and Serials Solutions

501 North 34th Street, Suite 300, Seattle, WA 98103

Phone: (206) 545-9056 • Fax: (206) 545-9066

<Jane.Burke@SerialsSolutions.com> • www.serialssolutions.com

BORN AND LIVED: In the Chicago area. I grew up in the town I live in now — Naperville, Illinois. I lived in Boston for a time and also in Seattle for several years.

EARLY LIFE: My undergraduate degree is from a college that went out of business the next year — so my BA is from an unaccredited, non-existent school. I went right on to library school and then got an MBA from **Northwestern University**.

PROFESSIONAL CAREER AND ACTIVITIES: I have lots of experience in library automation, following several years as a public services librarian at the **Cook Memorial Library** in Libertyville, Illinois. I went to work for the first commercial library automation company and then was hired to create the technology transfer company for commercializing a system built by **Northwestern University Library**. From there, I was one of the founders and the CEO of **Endeavor Information Systems**, which created the Voyager system (now owned by **ExLibris**). After a short stint as a bookseller at **Barnes and Noble**, I joined **ProQuest** in 2005 as the General Manager of **Serials Solutions**.

FAMILY: I have been married to my husband **Mike O’Brien** for 30 years. He is my hero.

IN MY SPARE TIME: I collect — all sorts of stuff. I love garage sales and flea markets.

FAVORITE BOOKS: I read at least three books a week, but it’s all fiction.

PHILOSOPHY: Libraries are important. We all need to work to keep libraries relevant.

MOST MEMORABLE CAREER ACHIEVEMENT: I have many wonderful memories of working with libraries. I treasure all of them.

HOW/WHERE DO I SEE THE INDUSTRY IN FIVE YEARS: I believe that libraries will have successfully re-invented themselves. Academic libraries will be working closely with faculty in new ways, lending their expertise to support the curriculum. Public libraries will have found a central place in their communities, publishing local information and supporting learning at all levels. 🌱

JB: Yes. The obvious lesson is the stark difference between patron access and staff access in today’s environment. The ILS and its OPAC were architected around individual print items. Users searched for individual books and journals, and the library bought them individually. In the old ILS model, we expected patrons to search the way that staff did — specific indexes and preset limits. Everyone was dealing with individual bibliographic entities. That is not a valid approach for today’s users or today’s library purchasing environment.

Libraries today primarily buy packages of e-resources, but users want access at the object level within those packages. The orientation of the two solutions is very different, even while they must communicate with each other.

A second point is about sharing physical resources. Intota’s architecture makes it very easy to share resources among Intota subscribers. Since all of the records and transactions are on the same platform, it is easy to provide for resource sharing, which is difficult and expensive in the ILS model. But to facilitate this, Summon must support the requesting functions and user feedback functions.

ATG: *Speaking of Intota, it was recently released in beta. How is it going so far? Have you learned anything yet that might lead you to consider refinements?*

JB: We are making good progress in developing Intota. In June, we made the first functions available in our testing environment to our six Development Partners. The second iteration was released to them in September. We are adding new functions to that environment frequently.

It is going well, and we are definitely getting great suggestions from our Development Partners. Lots of them! Some of them are being implemented right away because they are logical improvements to the user interface and navigation. Others are definitely being considered for future refinements.

ATG: *You recently announced some other new service features and enhancements like 360 Resource Manager and 360 Counter. What are they, and how do they benefit libraries processes? Are they part of your vision for Web-scale management? Do they have any bearing on Discovery? If not, what new features and enhancements do?*

continued on page 50